

**Table 7E**  
**Ratings of the Permit Application Process**

	<u><b>Mean</b></u>
<u><b>Change of use</b></u>	
Reasonableness (5-point scale)	2.65
Quality of application review (7-point scale)	3.53
Timeliness of application review (7-point scale)	3.06
Timeliness of work inspection (7-point scale)	3.88
Quality of work inspection (7-point scale)	4.24
Assistance/ explanations received (7-point scale)	3.41
<u><b>Construction permit</b></u>	
Reasonableness (5 point scale)	2.89
Timeliness of application review (7-point scale)	3.49
Quality of application review (7-point scale)	4.05
Timeliness of work inspection (7-point scale)	4.39
Quality of work inspection (7-point scale)	4.64
Assistance/ explanations received (7-point scale)	4.43